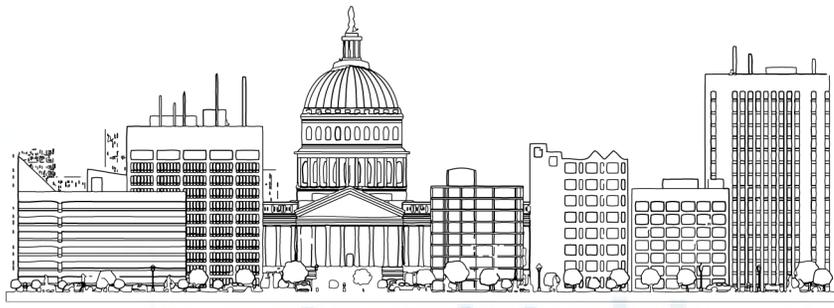


The
BOISE



May 2022
FRONT

The official newsletter of the Boise VA Medical Center

MEDICAL PROFESSIONALS
TREASURE VALLEY
May 2022

DR. CHARLES DAVIS,
Chief of Medicine,
Boise VA Medical Center

IMPROVING PEOPLE'S LIVES THROUGH
MEDICINE, DECENCY, AND CARING

Photos by Foxbear Photography

MP* **CONNECTING TODAY'S HEALTHCARE LEADERS**
MEDICAL SPECIALIST • MEDICAL WELL BEING • MEDICAL CHARITY

CONGRATULATIONS TO OUR CHIEF OF MEDICINE, DR. DAVIS!

He was featured in the Medical Professionals - Treasure Valley magazine, May 2022 edition.

Read below.

FUN FACTS:

- Grew up in Star Valley, WY
- Has been in Boise for 15 years
- At age of 19, he served as a missionary in Chile for two years for his church.
- Initially went to college to become an archeologist and even received a degree in Anthropology
- Received a “special commendation medal” for his work as a military officer and physician in the Iraqi War
- Just celebrated his 26th wedding anniversary
- He has four awesome kids, two boys and two girls
- Enjoys cooking, especially grilling and smoking meat
- Since his appointment as Chief of Medicine, Boise VAMC was named “the best place to work” out of all 141 VA's around the country

PROFESSIONAL QUESTIONS:

How did you start in medicine? Who or what influenced your decision to become a doctor?

I actually had not really considered a career in healthcare until late in my undergraduate years. I initially went to college to

become an archeologist and even received a degree in Anthropology. While working on that degree, and after spending some quality time with a pile of rocks and a toothbrush looking for charcoal, I realized it was, in the long run, not for me.

As I reconsidered my future, I thought back to the small Wyoming town that I was raised in and how the only physician in town was such a critical member of our community. His name was Dr. Perks, and he did so much good for our little town that it inspired me to look closely at medicine.

How did you choose your specialty?

I feel like my specialty chose me. My initial intent was to go into anesthesiology, but I found that as I trained and learned in primary-care clinics, the variety of cases and the relationship building that occurred with the continuity of care, became very attractive to me. I ultimately opted to pursue family practice.

Have you ever been close to quitting? How did you stay engaged and push through?

I didn't ever really feel like quitting was an option. By time was halfway through

medical school, I was married and had a child, and they were counting on me to be successful. I am grateful to my wife for all of her support and sacrifice in helping me get through medical school and residency. It really was a team effort.

What are some of the most rewarding aspects of being a physician?

I think that the most rewarding aspect is the privilege to improve people's lives, not always through the medicine but through the decency of caring. Although we can diagnose and treat and do a lot of good for people, it is not uncommon to see a patient whose fundamental needs or medical situation is beyond what you can fix medically. Even then, you can do something to make their day better. I always want my patients to leave the visit feeling better than when they came in, even if it's just because they were treated with dignity and compassion.

Tell me about your role as Chief of Medicine for the Boise VA.

I have been at the VA for just over two years, and it has been a great experience. My main area of responsibility is over the in-patient services, the emergency room, specialty clinics and internal medicine residency program. I work with fantastic colleagues and staff that help make sure that we are providing the best care for our veterans. We have a wonderful culture here. As a matter of fact, last year, the Boise VA was named “the best place to work” out of all 141 VAs around the country.



Why do you think your patients trust you as their physician?

I think it's a combination of sincerely caring for them as people, following through on what I say I am going to do to help them, and engaging them in what matters to them as the patient. I often say that my job is to give them my best medical advice, and that is what I am going to do. They still get to choose what to do with that advice, and I respect their choice.

How do you maintain a work-life balance?

It can be a real challenge, and in previous leadership and clinical roles, I have really struggled. One of the things I really appreciate about the VA is that the culture here really supports efforts to keep that balance. At the end of the day, I refer to the adage "The most important thing is to make sure the most important thing is the most important thing." For me, that is family, faith, and work, in that order. I am always striving to keep that balance and not let one overtake the others.

How has practicing medicine changed since med school? In what ways do you hope to see practicing medicine evolve in the future?

Those of us who have been in practice over the last 20 years have been through a healthcare revolution. Medicine has moved from what was essentially a "cottage industry" to, in many ways, a corporatized business. There has been disruption of the financial, technological and relational aspects of healthcare along the way, not to mention the advances in healthcare itself. Not all of this



has been bad, and there have been many benefits from these changes. Hopefully, at the end of the day, we are providing better care to more people. I think that is yet to be seen.

If you could offer any advice to younger physicians, what would it be? How have you grown as a physician since med school?

When I started my training, the first piece of advice I received was "Trust nobody; if your mama says she loves you, double-check." As I've matured as a physician and executive, I have learned that good medicine is a team sport, and it requires a high level of collaboration, humility and dedication to working well with others. My advice would be that learning to play well in the sandbox is as important as learning the science of medicine. Learning your role on the health care team, doing it well, and respecting and trusting the others that also have important roles is crucial to future success.

How important is continuing education for you?

The science of healthcare is changing so fast, with major advancements occurring in every field. Staying up to date with continuing education is critical to both provide the best evidence-based treatment for your patients but to be able to be a strategic and forward-thinking leader. Along with staying current on healthcare innovation, I strive to stay current on my training and thinking as a healthcare leader.

What methods do you employ to keep improving your knowledge and experience?

One great thing about working at the Boise VA is the chance to be part of such a great learning environment. We are the largest provider of post-graduate medical education in the state, so there is always teaching and learning of some sort going on. I also have sources that I check on an almost daily basis that keep me updated on the latest issues in healthcare.

What makes your business/practice unique in our community?

The VA has the incredible mission to fulfill President Lincoln's promise "to care for him who shall have borne the battle, and for his widow and his orphan." We provide robust inpatient and outpatient services to the tens of thousands of veterans that live in this area. We also have a great research program and, as I mentioned, we are the largest provider of post-graduate medical education in the state with fantastic training programs.



What are your goals for your practice leadership?

The Boise VA Medicine Service prides itself as being focused on the needs of our veterans by providing the highest quality medical care and education in a dignified and efficient way. All of our efforts and our goals are geared toward achieving this vision. As the Treasure Valley grows, so too does our veteran population. We know that we must continue to grow our services and partner with the community in order to deliver on our promise to veterans.

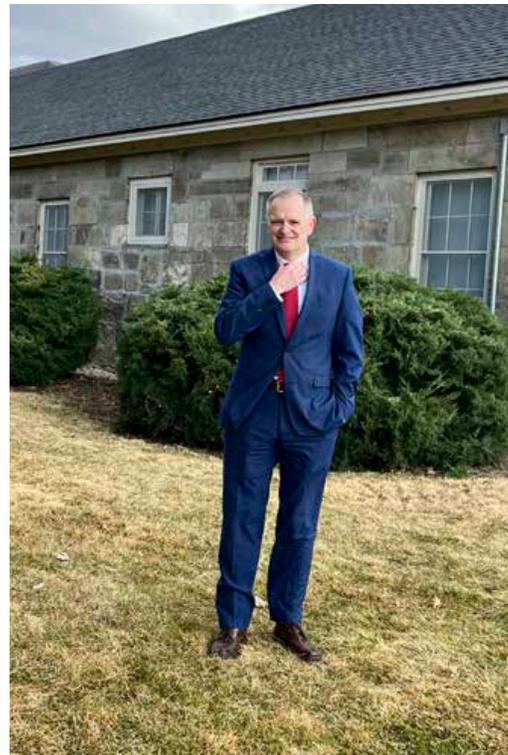
What is the culture that you infuse into your practice leadership?

What is special about your work team?

Before I came to Boise, I was in the Air Force. This gave me the opportunity to deploy on multiple occasions to Iraq. One of the things I learned on these deployments is *how critical the culture of the team is to our ability to be successful and also enjoy our jobs*. As a physician leader, I have a responsibility to help set the tone for that culture. I personally try to keep three key things in mind as I lead and interact daily with my colleagues. They remind me of my role as a leader and where my focus should be. These keys are clarity, cohesiveness and kindness.

What is your definition of quality care?

That has really changed over the years. When I started out as a physician, I viewed my patients as the people that were sitting in my exam rooms when I was at the office. Now we recognize that when a person is in their home, at an outside care facility, in the hospital and in our clinics, they are always our patients. There is always something we can be doing to improve their long-term health. I think that quality care is pro-



 **Medical
FEATURED PHYSICIAN**

viding the best medical care at the right time, in the right place and the in right way. This change in focus has allowed me to be much more proactive in delivering health care, especially to the most vulnerable. I would add that it has become increasingly clear that not only is it important to get the medical decision-making right, but the actual interaction with the patient is also a critical aspect to delivering high-quality care.

Are there some practical actions you've initiated into your doctor/patient time to make help your patients have a more productive experience?

With the pandemic, we were obligated to further develop and perfect our remote-care modalities like telehealth and video visits. This has proven to be of real benefit to our veterans, especially those that live remotely. We will continue to improve and implement our virtual offerings even after the pandemic ends. Personally, I have learned that in order to help my patients have a more productive experience, I need to have thoroughly reviewed their records and reminded myself of where they are in their treatments, before the visit. There is nothing worse than seeing your doctor and spending most of the visit just trying to remember what was done last time!

What concerns keep you up at night? What are the staff's foremost concerns?

The pandemic and its impact on our patients and colleagues are still a major concern. How do we move forward in the face of such uncertainty? What awaits us three months, six months, or a year from now? That's anyone's guess. How do we catch up on the backlog of care that has arisen while we were all hands on deck for these several surges? This is still the predominant stressor for me and for our staff.



Covid-19 lessons learned? What will you adopt going forward?

For me, one of the biggest surprises with Covid is how quickly it was politicized and how severely it has polarized our communities. I think the medical community has learned that it needs to be much more proactive in extending its influence during healthcare crises. It has been wonderful to see the different health systems, medical groups and public health leaders work together in a coordinated effort. I hope that the spirit of cooperation and collaboration persists long after Covid is gone.

PERSONAL QUESTIONS:

Family life?

I just celebrated my 26th wedding anniversary to my wife, Anne. We have four awesome kids, two boys and two girls. The oldest are attending college in Eastern Idaho at BYU, and the youngest are in school here in Boise.

Fun facts: Where are you from/where have you lived/favorite holiday?

I grew up in Star Valley, WY. We have lived in Boise for almost 15 years, since moving here after I finished up my Air Force commitment.

What are some of your hobbies/interests outside of work?

Hobby-wise, I do enjoy cooking, especially grilling and smoking meat. Most evenings and weekends you will find me outside at the grill no matter the time of year.

What are some movies you really enjoyed?

My favorite books of all time also lead to my favorite movies of all time, the JRR Tolkien's *The Hobbit* and *Lord of the Rings* books and movies. There is nothing I enjoy more than watching all six movies in a marathon with my kids. Of course, we have to make sure it is the extended editions!

What amazing adventures have you been on? Travel/philanthropy.

At the age of 19, I was able to serve as a missionary in Chile for two years for my church. That was a truly humbling and life-changing experience. As a newly trained Air Force physician, I served two tours in Iraq

during the height of the Iraqi War. That experience really shaped my ideas of impact that leadership can have on healthcare delivery.

What motivates you to get out of bed every day to come to work?

Coming to work is pretty easy for me. I know my family is counting on it, and I also know the veterans I serve and my work team is counting on me as well. Staying true to those responsibilities drives me.

What are some accomplishments that you are most proud of?

I am proud of my time as a military

officer and physician. On my second deployment to Iraq, I was given a special assignment from my hospital commander to improve the patient flow in our large tent hospital. Working with others in a collaborative and positive way, we were able to increase the number of patients we served by 1,000 over a six-month period. I was awarded a “special commendation medal” for that effort, and I learned the value of good healthcare leadership and how it can impact many lives.

I am proud to be part of the tremendous effort and accomplishments that the VA and our medical community have been able to achieve as we have worked through our Covid surges.

Here at the VA, we were able to almost double the number of in-patient beds to accommodate not only a growing number of sick veterans, but even dozens of non-veterans that had nowhere else to go for care as hospitals across the region surpassed their bed capacities.

I am also proud of my time as a leader and president of Saint Alphonsus Medical Group. When I joined the group in 2007, there were 60 clinicians in the group. When I left in 2020, there were around 600 clinicians. I am honored to have been part of that growth, and I cherish the team and culture we were able to build along the way.

If you had to eat one thing for every meal going forward, what would you eat?

I would have to say pizza. There are so many possibilities and combinations of flavors that I think it might never get old. Of course, that’s assuming that I could also magically keep my waistline in check.

What was your first job, and what life lessons did it teach you? If you were not practicing medicine, what career would you choose?

My first job was digging ditches by hand for sprinkler lines. I would start at 5 am and work until it became too hot to dig. One morning I accidentally stuck my pick through a city water line and flooded the yard I was working in. I wanted to run away, but instead, I went and woke the homeowner and took responsibility for my mistake. He was grateful, and we fixed the line. Afterward, he hired me to work for his construction company because of my integrity. I learned that doing the right thing may not be easy, but it is certainly worth it.

I also learned that I was not cut out for digging ditches my entire life and to get serious about school and my future.

What was the worst job you’ve ever had?

The worst job I ever had was on a scaffolding crew. I spent a summer setting up and taking down scaffolding for a construction company. I am still not sure how I didn’t die with the hazards we faced and the lack of safety protocols back in the day. I certainly had a few falls that could have gone very poorly.

What’s one thing your mother/father taught you that completely changed your life?

I grew up on a ranch in Wyoming. My parents always told me that I could be whatever I wanted to be. They never shot down my dreams, no matter how crazy. Without that encouragement, I would not have been able to enjoy the accomplishments and successes I have seen over the years. ❄️



The VA has the incredible mission to fulfill President Lincoln’s promise “To care for him who shall have borne the battle, and for his widow, and his orphan”

BOISE is HIGHLY RELIABLE

HRO PRINCIPLES & VALUES

THEME OF THE MONTH
Deference to Expertise

May 2022 | National Safety Poster



Recognizing That Experience Doesn't Always Mean Expertise

C

CONTEXT

While precepting nursing student Carrie Pettengill, Nurse Laura Coyle, from VA Central Iowa Health Care System (Des Moines, Iowa), noticed Ms. Pettengill did not aspirate prior to administering an intramuscular (IM) injection. Ms. Pettengill explained that current evidence-based practice no longer advised aspiration before IM injections.

A

ACTION

Nurse Coyle encouraged Ms. Pettengill to share this updated practice and to speak up anytime she noticed a staff member performing outdated practices. Together, they reviewed the current peer-reviewed research. Then, Nurse Coyle encouraged her to submit a practice change proposal and mentored her through the process of submitting it to the Nursing Practice Council.

R

RESULTS

The Council agreed with the practice change, and it was updated throughout the facility. Nurse Coyle's Deference to Expertise demonstrated how trust and respect support a Culture of Safety and ensure that the Veterans we serve receive the best care possible.

A willingness to defer to the expertise of a nursing student ultimately led to updating an evidence-based practice for the entire facility.

*Laura Coyle, DNP, RN, CNL, CLSSBB
Registered Nurse
VA Central Iowa Health Care System
Des Moines, Iowa*

VA



U.S. Department
of Veterans Affairs

For more information, visit: http://bit.ly/HighReliability_sp

VHA'S JOURNEY TO

**HIGH
RELIABILITY**

Your Care is Our Mission.

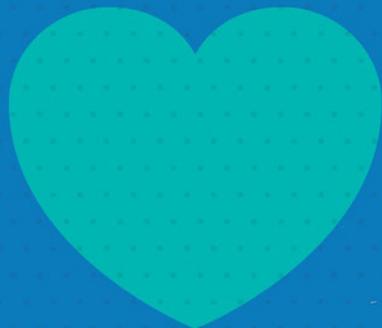
Don't be the cause of a wildfire this summer.

Have you ever wondered what the common causes of Idaho wildfires are? This Emergency Preparedness Pointer provides the answers: <https://adacounty.id.gov/emergencymanagement/wp-content/uploads/sites/39/Preparedness-Pointer-May-2022.pdf>



VA | Boise VA
Medical Center

THANK YOU NURSES



**NATIONAL
NURSES
WEEK**

THE BOISE VA HIGHLIGHTS 3 EXCEPTIONAL NURSES IN HONOR
OF 'NURSES WEEK'. PLEASE READ BELOW:

DELSEY MEYET, CNA

Delsey Meyet is a stand-out CNA who had demonstrated excellence in the short two years she has worked on the Stepdown Unit at the Boise VAMC. She has gone above and beyond, gaining the special achievement of becoming cardiac monitoring qualified. This benefits the SDU through her ability to recognize lethal arrhythmias, decreasing the chance of negative patient outcomes. Delsey does an excellent job anticipating her patients' needs, but also makes a point to ensure she is readily available to assist with patient cares at a moment's notice. She consistently demonstrates compassion and respect to every veteran she provides care to. Her peers look up to her for the selfless way she cares for the veterans. Delsey is a perfect example of a CNA who displays honorable dedication in caring for veterans and perseverance through this tough COVID-19 pandemic, caring for hundreds of COVID positive patients on the SDU.



**2022 NURSE EXCELLENCE
AWARD WINNER FOR BOISE
VAMC & VISN 20
(NA/CNA/HT)**

MEGHAN LEIS, RN

Meghan Leis is a RN on the Stepdown Unit (SDU), beginning her career here as a VALOR student eight years ago. She is an outstanding mentor to others in her role as one of the primary charge nurses and new employee preceptors on the unit. Miss Leis goes above and beyond to provide exceptional care to the veterans and leads others to do the same. Miss Leis is highly dedicated to improving patient care and hospital processes as evident by her leadership in multiple quality improvement activities such as co-authoring a research article titled The Cumulative Complexity Model and Repeat Falls: A Quality Improvement Project, which looked at the effectiveness of using a model to predict and prevent falls and repeat falls. She is also a co-leader of a diabetic task force aimed at improving education for patients with DM and preventing readmission for DM related processes. Meghan's professionalism, excellence, and dedication to the provision of exceptional care to veterans sets her apart as a nurse at the Boise VAMC.



**2022 NURSE EXCELLENCE
AWARD WINNER FOR BOISE
VAMC
(STAFF RN)**

MELISSA MAURY, RN

Melissa Maury has been a RN at the BVAMC for 10 years serving as a staff nurse, 2MS Nurse Manager, and as the current Associate Chief Nurse of Inpatient. Melissa quickly established herself as a key leader within the organization as exemplified during the COVID 19 pandemic. Melissa led and collaborated with multiple services in the creation of designated COVID units in the inpatient setting. This required significant leadership and effort to identify and address all the equipment, space, construction, workflow, and staffing needs to make this happen successfully. Melissa led the COVID inpatient bed expansion and staffing reallocation activities, developing Surge 1, Surge 2, and Surge 3 staffing plans to mobilize the most qualified and competent staff to the areas of need during the pandemic response. This ensured the care of our veteran patients and facilitated the BVAMC's 4th mission, actively accepting and caring for non-veteran patients when community facilities had exhausted all resources. As a result, the BVAMC has been recognized by the state of Idaho and community healthcare partners as an essential team member in the statewide and community COVID-19 response. This is a true testament to Ms. Maury's leadership and unwavering commitment to the care of our veterans and others in need during the pandemic.



**2022 NURSE EXCELLENCE
AWARD WINNER FOR BOISE
VAMC
(RN IN AN EXPANDED ROLE)**

Coding Connection

Vaccine administration/Documentation Tips

Ancillary Staff ~

Vaccines:

Upon reviewing PCP's encounters I've noticed that the first and/or secondary vaccine administration codes (90471/ 90472) are missed a lot. These codes have a .17-.15 work value (as of May 2022) so when this isn't added you're missing out on the workload credit. See below for an example of how coding should look when multiple immunizations are given in one sitting.

Example: You give the veteran a Tdap and Pneumococcal vaccine (Make sure documentation includes all information needed i.e., Location of injection, vaccine given, etc.)

Coding:

90471 (1st vaccine administration)
90472 (2nd vaccine administration)
90715 (Tdap)
90732 (Pneumococcal)

If doing 3+ vaccines 90472 will have multiple units to reflect each additional vaccine administration after the first

Get credit for the work that you do.

Inpatient:

Alcohol and Drugs

If you are documenting the use of alcohol or drugs also document any complications related.

Ex: Such complications include intoxication delirium, hallucinations, anxiety disorder, and mood disorders. These codes are specific to the substance, the level of use, and the complication and vary in their associated value.

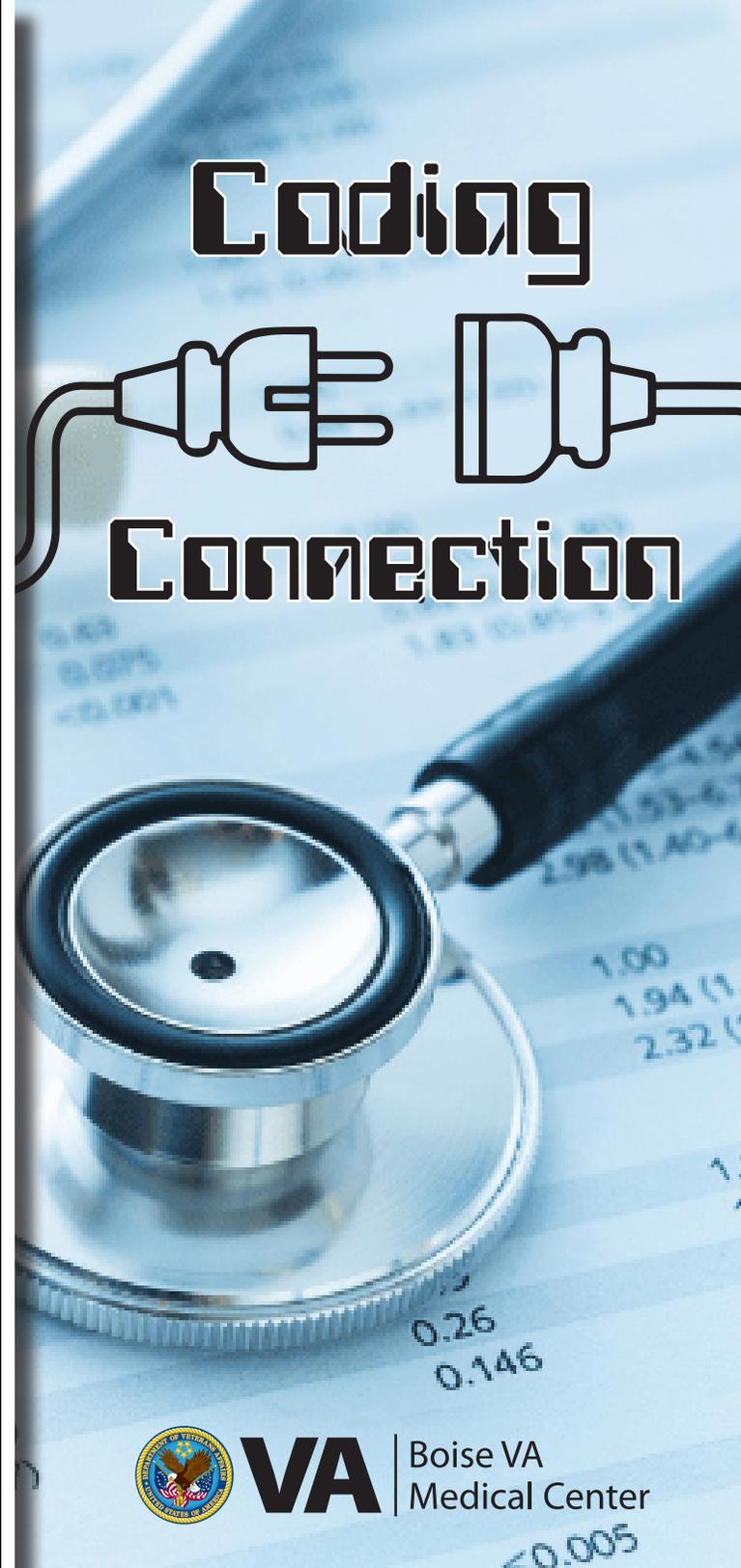
- When documenting alcohol abuse and/or dependence and anxiety. A relationship with the alcohol use and the disorder must be documented by the provider to report an alcohol-induced disorder.
- If Alcoholic polyneuropathy or Alcoholic neuropathy is documented, you **must** also document whether alcohol dependence or alcohol abuse is present. If the patient is currently in remission state that.
- *Intoxication delirium could also indicate a diagnosis of toxic encephalopathy related to alcohol.*

Your documentation should reflect the severity of illness and risk of mortality of the patient.

Please don't hesitate to contact us if you have any questions about these coding topics!

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VA

Boise VA
Medical Center



A program of:  University of Idaho
Extension



This Issue:

- VALOR POINTE SPOTLIGHT
- MAY DATES TO REMEMBER
- PLANT & INSECT OF THE MONTH
- FEATURED VEGETABLE
- RECIPE

On Tuesday, April 26th, members of the Harvest Heroes along with several residents and staff came out to plant seven concrete raised beds in front of and next to the Valor Pointe Veterans Apartment Complex located on State Street. The beds were planted with cauliflower, broccoli, onions, kale, lettuce, peas, spinach, cabbage, radish, Swiss chard, and parsley. This was a lot of fun and a big hit with the residents who excitedly helped out.

Ariel and Connie have been working on setting this project up with Valor Pointe for several months and were finally given approval to go forward in April. This is one of the outreach projects Harvest Heroes will be doing in 2022. Other outreach projects are: Continue with produce delivery to WICAP, food delivery and nutrition education to the residents of Valor Pointe, and a small farm stand at the Nampa Veterans Garden for the local residents in the Nampa Community. All of this is part of the larger effort to increase food access for those facing food insecurity.

Did you know the Farmer Veteran Coalition has great resources for Veterans engaged in farming of all scales. Check out what they have to offer at <https://farmvetco.org/programs/farming-resources/>



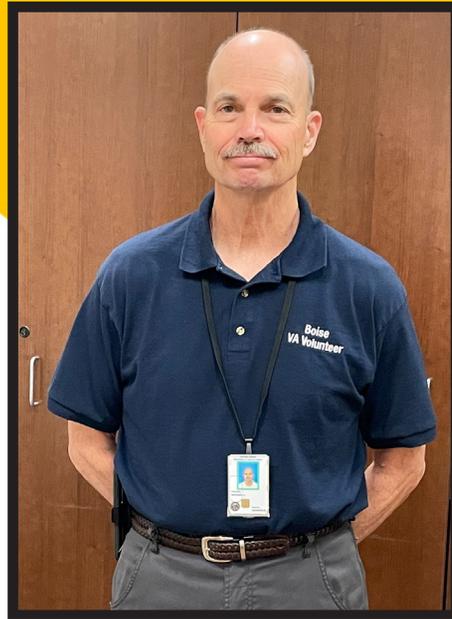
VA Recognizes National Police Week

In 1962, President John F. Kennedy proclaimed May 15 as National Peace Officers Memorial Day and the calendar week in which it falls, May 15-21, as National Police Week. Established in 1962 by a joint resolution of Congress, National Police Week pays special recognition to the law enforcement officers who have lost their lives in the line of duty for the safety and protection of others. Since 1985, nine VA Police Officers have lost their lives in the line of duty.

Be sure to send a VA Police Officer a message of gratitude!



VOLUNTEER SPOTLIGHT



Mike Fisher

young man in the 1970's when our soldiers were returning from Viet Nam. I recall many complaints about the VA then not taking care of the veterans. Into the 2000's there seemed to be little improvement.

In 2017 I found myself with extra time and decided to volunteer at the Boise VA hospital in hopes of making a small difference. As escorts we allow the doctors, nurses and other professionals to spend more time with the veteran patients. I'm very proud of our Wednesday volunteer crew and supervisors Jake and Tammy. They're dedicated and work hard to help all of our veterans in need. The stories we hear from the veterans and the overwhelming positive feedback about their care and experience at the Boise VA hospital makes it all worthwhile.

I enlisted in the Army in 1981 and after basic training went to rotary-wing flight school at Ft. Rucker, AL.

As a newly appointed Warrant Officer I proceeded to Ft. Ord, CA where I flew as an aeroscout in an Air Cavalry squadron.

I left active duty and moved to Idaho and served for 15 years part time, in the Idaho Army National Guard retiring out of the AH-64 Apache as a W4.

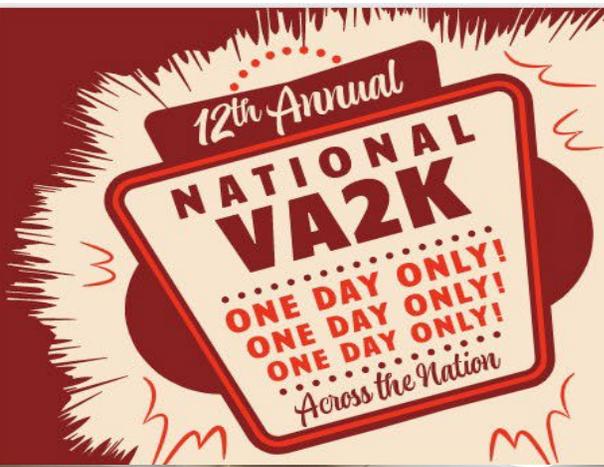
I did not deploy into combat during my 20 years of service.

I was born in Goose Bay Labrador, Canada where my father was stationed with the US Air Force. Upon his retirement we ended up in Mundelein, a small town north of Chicago where I spent most of my youth and met my wife Sandy, whom I have been married to for 39 years.

I acquired my fixed wing

ratings at the Monterey Navy Flying Club while at Ft. Ord and pursued a career as a pilot for a number of companies spending the most time with an air freight operator called ABX Air, formerly Airborne Express. Mostly retired now I fly under contract occasionally for a local agribusiness corporate flight department.

Why I volunteer at the hospital goes back to when I was a



1st Place: EDUCATION DOMINATED DONATING

1,002 ROLLS



3rd Place: Biggest Ever from Canteen with 264 ROLLS



2nd Place: Biggest Ever from Caldwell CBOC with 456 ROLLS



Congratulations to Education Service for winning the VA2K donation contest for the 7th year in a row!



VHA SHARK TANK COMPETITION 2022

What is VHA Shark Tank Competition?

Do you have an innovation that promotes positive outcomes and improved experiences for Veterans and employees? VHA Shark Tank Competition spotlights passionate employees addressing challenges across VHA and provides a platform for exposure from all levels of leadership. We welcome VHA employees to apply to the 2022 Shark Tank Competition starting April 11, 2022.

2022 VHA Shark Tank Highlighted Priorities

- Age-Friendly Health Systems
- De-Implementation
- Employee Experience and Well-being
- Enabling Rural Veterans to Thrive
- Health Care After COVID-19 – Post-Pandemic Care
- Health Care Technologies and Tools
- Health Equity
- High Reliability Culture Change – Commit to Zero Harm
- I-DEA (Inclusion, Diversity, Equity, and Access)
- Immersive Technologies and Experiences
- Opioids and other Substance Abuse
- Suicide Prevention
- VA and Community Health Care Access
- Veteran Experience
- Whole Health
- Women's Health
- Other (Self-identified Priority Category)



2022 Timeline



For more Competition information, visit [Diffusion Marketplace here!](#)

The Boise VA now offers lactation rooms for nursing mothers in Bldg's:

- G05, B67 basement
- Orange/Gold Team
- Women's Wellness Center

More locations will be available soon!



Print or save the last page (page 21) of this document to somewhere you can easily find again.

RE: Cerner Help Desk contact information

Cerner Service Desk

The Department of Veterans Affairs (VA) has partnered with Cerner to provide a 24/7 year-round Cerner Service Desk for all Cerner application incidents, which can be reached by calling the VA Enterprise Service Desk at (855) 673-4357 and pressing 6 at the prompts for direct Cerner support. The Cerner Service Desk is committed to respecting your time by promptly answering calls and resolving your issues as quickly as possible. Incidents requiring additional time to resolve will continue to be investigated after your initial call, with follow-up to you or with additional VA support.

All major incidents must be immediately called into the Cerner Service Desk: (855) 673-4357, press option 6 at the prompts. A major incident is one that prevents you from being able to perform your job duties and puts patient safety or financial systems at risk. Examples include: the system is down; incomplete system functionality impacting multiple users or departments; or users cannot electronically prescribe medications.



Cerner Service Desk | (855) 673-4357, press 6 at the prompts

When should you call the Cerner Service Desk?

- Cerner applications are not working as expected
- Errors are occurring within Cerner applications
- Cerner applications are freezing, running slow or not working at all

What information should you provide Cerner?

- Contact info: phone number, email address, location, etc.
- Issue details: exact error message, issue description, issue occurrence date/time, number of users/patients impacted, patient example(s), alternative workflows, etc.

Not for access requests.

Examples:

- PowerChart is frozen or slow
- There is an error in FirstNet
- A task is not dropping for an order
- You have a functionality question
- You have a scheduling lock



VA Enterprise Service Desk | (855) 673-4357

When should you call the VA Enterprise Service Desk?

- Access/PIV issues
- Device/hardware issues
- Non-Cerner application or system issues
- Local network issues
- Supply requests

Examples:

- PIV is not working
- Desktop will not turn on
- Email is not working
- Scanner needs to be reconfigured

Access requests should be submitted per the VA provisioning process.